



*Embassy of the United States of America
Kyiv, Ukraine*

JOB OPPORTUNITY ANNOUNCEMENT

033

Date: July 3, 2014

TO: ALL MISSION PERSONNEL

FROM: CHRISTOPHER NEWTON– HUMAN RESOURCES OFFICER

SUBJECT: SPECIAL CONSULAR SERVICES ASSISTANT

Employees are invited to apply for this position or refer *qualified and eligible* candidates to the Embassy Human Resources Office. *Application procedure* is outlined at the end of this notice. Questions should be directed to the Human Resources Office.

<u>POSITION TITLE:</u>	Special Consular Services Assistant
<u>OPEN TO:</u>	ALL INTERESTED CANDIDATES
<u>GRADE LEVEL:</u>	FSN-08, FP-06* (FULL PERFORMANCE LEVEL)
<u>WORK HOURS:</u>	Full Time, 40 hours per week
<u>POSITION TYPE:</u>	PERMANENT
<u>OFFICE LOCATION:</u>	Consular Section (American Citizen Services)
<u>OPENING DATE:</u>	Immediate
<u>DEADLINE:</u>	July 17, 2014 at 6 P.M. Kyiv Time

**FP-6 is subject for confirmation with Washington.*

IMPORTANT NOTE:

ALL ORDINARILY RESIDENT U.S. CITIZEN AND THIRD COUNTRY NATIONAL APPLICANTS MUST HAVE THE REQUIRED RESIDENCY PERMIT TO BE ELIGIBLE FOR CONSIDERATION AND ARE REQUESTED TO ATTACH COPY OF THEIR **RESIDENCY PERMIT** TO THE APPLICATION.

BASIC FUNCTION OF POSITION:

In fulfillment of a core Mission and Department objective, the incumbent serves as a Special Citizen Services Assistant providing full range of services to American citizens in Ukraine. These services are described in 7 F AM and include, but are not limited to: documentary services, cases of death, arrest, destitution, medical emergency of American citizens in Ukraine, children's issues, assistance to victims of crime, etc. The incumbent responds to requests for routine services but a significant amount of his or her time is spent handling multiple cases that require considerable time, analysis and research in their resolution. These cases in general do not have prescribed solutions and incumbent must research, innovate and plot strategy to resolve these issues successfully. The incumbent actively and independently resolves issues or works with a Locally Engaged Staff (LES) Senior ACS Assistant or a Consular Officer when appropriate. The position is supervised by the LES Senior ACS Assistant.

MAJOR DUTIES AND RESPONSIBILITIES:

- The incumbent handles multiple non-routine cases involving emergent circumstances, the resolution of which will directly affect the well-being and/or welfare of American citizen clients. In an unpredictable manner, these cases may require work outside of the office and outside of scheduled hours. **50%**

- Incumbent performs routine ACS actions and cases such as attending ACS windows during public hours, reviewing and preparing documents for notary services, passport, citizenship acquisition and loss cases.

- Incumbent must be familiar with the Ukrainian laws on registration for foreigners, visa and residency laws, be familiar with civil documents issued by GOU.

- Incumbent must also be familiar with provisions of 7 F AM 800 and 7 F AM 1100 through 1400 as well as current telegraphic guidance.

- Incumbent must be able to advise applicants about GOU and USG requirements for documenting major life events such as birth, death, marriage, divorce, be familiar with provisions of the Hague Legalization Convention.

- Incumbent will conduct preliminary interviews with applicants to determine bona fides of presented documents and validity of their claims and recommend appropriate action to Consular Officer. **30%**

- Incumbent provides operational support to the ACS unit: responds to ACS related letter, fax and email correspondence; handles ACS voice mail inquiries; performs processing and shipment of passport and CRBA applications to the Department; handles filing, processing and safekeeping of U.S. Treasury checks and other documents containing PII; updates ACS related outreach handouts and other printed material **15%**

- Other duties as assigned **5%**

QUALIFICATIONS REQUIRED FOR THE FULL PERFORMANCE:

EDUCATION:

Secondary school is a minimum requirement.

PRIOR WORK EXPERIENCE:

A minimum of two years of administrative experience in a professional office environment is required; including one year experience with the foreign Embassy or International Organization.

LANGUAGE PROFICIENCY:

Fluency (Level IV) in English, Russian and Ukrainian required.

JOB KNOWLEDGE:

Incumbent must have a detailed understanding of the workings of the Embassy, Consular section and ACS Kyiv as well as Consular Sections in neighboring posts such as Moscow and Warsaw.

Incumbent must also possess a detailed and broad knowledge of the political situation in Ukraine, legal and regulatory frameworks governing Consular work, criminal/civil/procedural codes (as it relates to death, arrest, detention cases, judicial assistance, and other aspects of ACS work).

Finally, incumbent must have a good understanding of various techniques and practices such as problem solving, analytical skills, coaching and counseling, negotiations and conflict resolution, dealing with customers.

SKILLS AND ABILITIES:

Drafting skills in English, Russian and Ukrainian required. Good customer service, communication and interpersonal skills are also required. Good computer skills for frequent, accurate and quick data entry, including a good knowledge of spreadsheets, word processing and ACS+ software.

APPLICATION AND SELECTION PROCESS:

✓ Effective August 1, 2010 Office of Overseas Employment announced new Universal Application for Employment (DS-174) as a mandatory application for any locally recruited positions. To apply for this position all interested candidates should fill out the DS-174 **in English** and submit it to the Embassy Human Resources Office by **COB July 17, 2014**. The new DS-174 is available on the official U.S. Embassy website under the Employment Opportunities section: <http://ukraine.usembassy.gov/job-opportunities.html>.

Universal Application for Employment (DS-174) should be completed in English, signed and emailed to: KyivHR@state.gov or faxed to: **521-5155**.

Note: Only those applications that are received in the Human Resources Office *before* the closing date will be eligible for consideration. Any application package that doesn't include the UAE (DS-174) will be considered incomplete and will not receive further consideration for recruitment. Due to the high volume of applications received only shortlisted candidates will be contacted by HR.

ADDITIONAL SELECTION CRITERIA:

- Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
- Current employees serving a *probationary period* are not eligible to apply for this position.
- Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
- US Citizen EFMs who are currently employed under *Family Member Appointment* (FMA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- US Citizen EFMs and NORs who are currently employed under *Personal Services Agreement* (PSA) must work for 90 calendar days in their current position before being able to apply for advertised position.
- U.S. Veterans and U.S. Citizen EFMs will be given preference in hiring over other *equally qualified candidates* in accordance with Section 301 (c) of the Foreign Service Act of 1980. Candidates who claim *U.S. Veterans hiring preference* must provide a copy of their Form DD-214 with their application. Candidates who claim U.S. Citizen EFMs hiring preference should indicate their EFM status in the application form.
- Only those applicants who are selected for the interviews will be contacted.

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The U.S. Mission in Kyiv provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

CLEARED: JThorn –CONS/ACS (by e-mail)